Limmex Emergency Watch

User manual

Centra Pulse™

in partnership with

LIMMEX

The Swiss Emergency Watch.

ON02264 Limmex User Manual FP.indd 1 16/10/2014 14:01

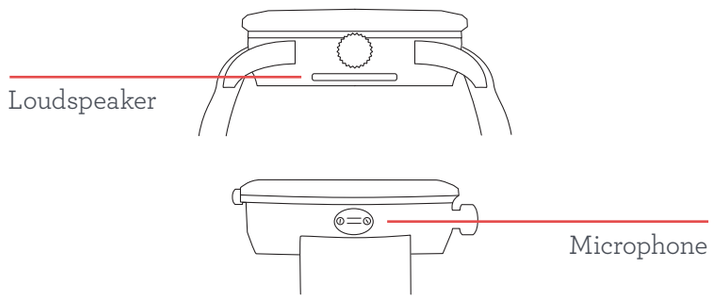
Contents

Overview	p 3
Triggering an emergency call	p 4
Ending an emergency call	p 4
Initiating a test emergency call	p 4
Charging the battery	p 5
Important information	p 6
Troubleshooting	p 7
Technical details	p 8

Overview

The time is adjusted using the crown on the left (by pulling out and turning the crown as in a conventional watch).
An emergency call can be triggered with the button on the right hand side of the Limmex Emergency Watch.

A microphone and loudspeaker are located in the sides of the watch.



ON02264 Limmex User Manual FP.indd 2-3
16/10/2014 14:01

Triggering an emergency call

- The Limmex Watch is designed to trigger emergency calls outside of the home
- Press the button on the right hand side for 1 second until you hear a beeping sound
- Once pressed it will beep for approximately 80 seconds to let you know it has been activated
- A voice will confirm that your call has been received and that you will be connected shortly
- It will then connect you to one of our highly trained operators who will discuss the necessary steps with you and organise help. It normally takes about 140 seconds to make a connection with our telecare team. Once connected to our team, the watch will continue to acquire your location via GPS.

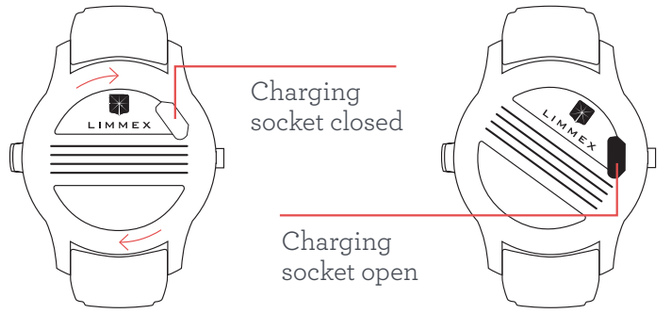
Ending an emergency call

For safety reasons, the emergency call cannot be cancelled after the 80 second period. Our telecare team will close the call once we have answered and made sure you are ok.

Initiating a test emergency call

When you first receive your Limmex Watch and have fully charged the battery, please make a test call to our team. It is important you do this so we can be sure it is working correctly.

Charging the battery



The Limmex Watch has a re-chargeable GPS battery and a separate, non-chargeable battery for time keeping. Under normal operation (not making an emergency call), the GPS battery will retain its charge for several months.

A red light will blink on the dial face when it needs to be recharged. If you do not recharge within 24 hours, a text alert will be sent to the mobile number/email address you have provided. It is important you re-charge the battery as soon as you receive an alert.

The light will go out again (after approx 1–2 hours) once the battery is fully charged.

IMPORTANT NOTICE: Due to the complex nature of the technology in such a small design it means the GPS locator significantly drains the battery life of the product. You must charge the watch after activating an emergency call.

Plugging in the charger

- Turn the metal base of the watch to plug in the charger.
- The red light on the watch face will remain lit during the charging procedure
- The light will go out again once the battery is fully charged (approx 1–2 hours)

Water resistance

The Limmex Watch is resistant to splash water. Please make sure it is not fully submerged in water or kept in humid areas for a long time. Should the watch be exposed to humidity or water, the alarm button and the time winder need to stay in default position to prevent water flowing into the watch case.

ON02264 Limmex User Manual FP.indd 4-5
16/10/2014 14:02

Important information

Intended use

The Limmex Watch is designed to trigger emergency calls outside of the home. With the exception of a quarterly test call, the emergency call function must only be used in emergency situations.

Test calls

For safety reasons, Centra Pulse recommend you test the watch after initial set up and every quarter thereafter.

Cleaning the watch

Please clean your Limmex Watch with a clean, dry cloth. Under no circumstances use chemicals, soap or other cleaning products.

Disposal

The Limmex Watch is an electronic device that must be carefully disposed of in accordance with local regulations.

Warranty/Repairs

The warranty period is stated in your purchase contract. Damage to wearing parts (watch glass, or strap) and damage resulting from improper use are excluded from the warranty. Opening the watch case will void the warranty.

PLEASE NOTE: We recommend that you add the device to your household insurance if you are worried about breakages or loss. Information on how to cancel your monitoring contract are included in the monitoring agreement.

Sound quality

The sound quality is at its best if you speak into the microphone from a distance of 20-30 cm.

Calls to the Limmex Emergency Watch

Calls to your Limmex Watch can only be made for 30 minutes after you have triggered an emergency call. Your watch will accept incoming calls from our telecare team automatically during this period.

Setting the time

Adjust the time by pulling out and turning the crown on the left side of the Limmex Watch. After adjustment, press the crown firmly against the case again.

Changing the strap

You can buy replacement straps for Limmex Watches at any watch dealer. Metal straps cannot be used for technical reasons.

Troubleshooting

Issue: The watch does not work
Reason: This could be several things so please check the following points:

- Check the watch is fully charged (see page 5 recharging the watch)
- Is the battery completely discharged? If so, no emergency calls can be activated. Recharge immediately.
- Ensure that you have GSM (mobile phone) coverage
- Check that the subscription has been activated with Centra Pulse

Issue: The watch beeps at regular intervals and cannot make a call.
Reason: The Limmex Watch has no GSM (mobile phone) coverage. The Limmex system is programmed to make people in the vicinity aware of the emergency by emitting a loud beep.
Solution: To stop it, use the charger to connect the watch to a mains socket or hold the emergency button again for at least 5 seconds.

Issue: The watch continually triggers an emergency call
Reason: Once you have pressed the emergency button the device will keep trying to send an emergency call to our centre. If the call is not picked up due to GSM (mobile phone) coverage issues it will keep trying. The only way to stop the calls being triggered is to recharge it.

Other problems

If your watch has a defect that you cannot solve please contact us on

0300 333 6511

ON02264 Limmex User Manual FP.indd 6-7
16/10/2014 14:02

Technical details

Temperature range

The watch works in temperature from -10°C to + 50°C. The service life of the rechargeable battery is reduced at extreme temperatures (outside the range 0°C–25°C).

Mobile phone/GSM

GSM Dual Band (900 MHz and 1800 MHz). Please do not attempt to activate an emergency call from your Limmex Watch when flying, in hospitals or if you have a pacemaker as this will typically contravene safety rules.
The telephone function of the Limmex Watch is completely switched off in normal operation and does not emit any radiation.
The Limmex Watch contains a non-replaceable SIM chip.

Battery/rechargeable battery

The Limmex Watch contains a rechargeable lithium-polymer battery for emergency calls.
Do not connect the charging unit via the USB connection of a computer. The watch movement has a separate, non-rechargeable battery with a service life of up to four years. This may only be changed/replaced by Centra Pulse.

Service level

A maximum of 15 emergency calls per year are covered by your monthly fee. We will contact you to discuss any calls made above this rate, and may potentially increase your monthly fee.

If you require any technical help, please contact us on

0300 333 6511